MILWAUKEE COUNTY Behavioral Health Division

myAvatar™ Tips and Tricks

Crisis Mobile Console and Mobile Console Form- use the updated Mobile Console Form to populate active mobile contacts and track follow-ups on the updated Crisis Mobile Console (in Avatar and e-whiteboard).

Crisis Mobile Console

The Crisis Mobile Console is a tool to track active crisis mobile contacts and follow-ups. The console provides at-a-glance details regarding; active mobile contacts on the Crisis Mobile Widget (1) and follow-up needed that is due today (past due follow-ups are in red) on the Follow Ups Due Now Widget (2). Click on the blue hyperlink (client name in the Crisis Mobile Widget and MRN in the Follow Ups Due Now Widget) to open the Mobile Console Form for the client.

Crisis Mobile 1

CLIENT	Date of Mobile	TYPE	PRTY	STATUS	CELL	STAFF	STAFF 2	TIME OUT	LOCATION	ADDITIONAL INFO
KUPCZAK,DOREEN M	02/04/2020	Comm		Active	414-333-0493	Pauline Young			10401 W. Greenfield avenue #34	
SHAKESPEARE,WILLIAM	09/22/2020			Active					house somewhere	Here is some additional information

Follow Ups Due Now 2

CLIENT	MRN	Date of Mobile	Date F/U Due	Staff Assigned
TEST,CLIENT	8186265	12/01/2020	12/28/2020	LECLOUX,MICHELE T
TEST,ANN	8186263	12/08/2020	12/09/2020	HAMACHEK,ANN
POTTER,HARRY	8186262	12/07/2020	12/07/2020	
SMIDERSKI,ANTHONY	539626	12/03/2020	12/03/2020	

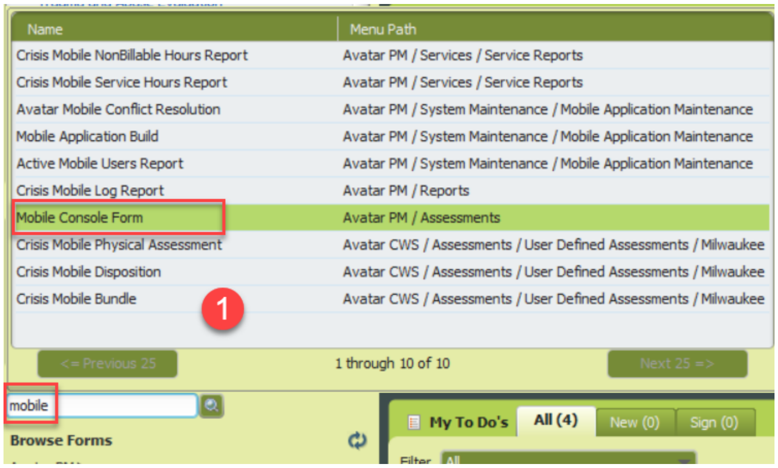
Mobile Console Form

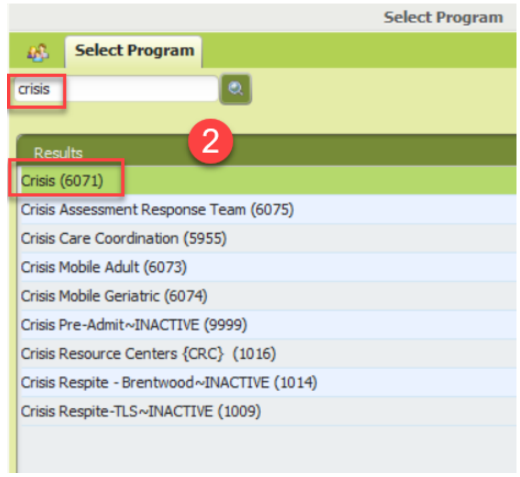
The Crisis Mobile Console (above) is largely populated by completing the Mobile Console Form. The form has been updated to capture greater detail regarding mobile follow-ups. Per current workflow, one initial entry for client tracking should begin on or near the first of each month. To start tracking crisis mobile contacts for a new month:

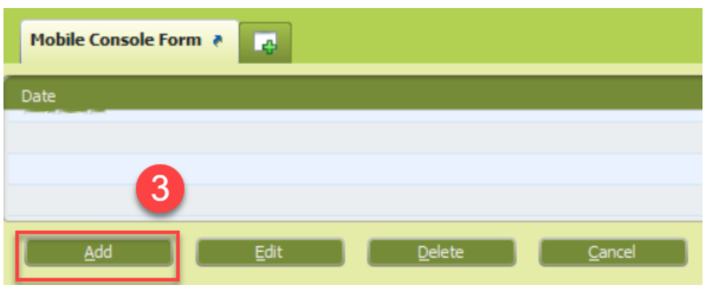
From Home View:

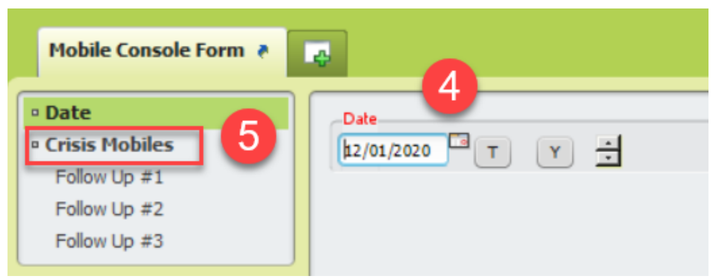
1. Enter ‘mobile’ in the Search forms box and select the Mobile Console Form.
2. Enter ‘crisis’ in the Select Program box and always select Crisis (6071).

3. In the form pre-display, select '**Add**' (initial entry for the month). Select the initial monthly entry and click '**Edit**' for additional mobile contacts for that month.
4. Enter the date for the new month.
5. Select 'Crisis Mobiles' to add a new mobile contact.



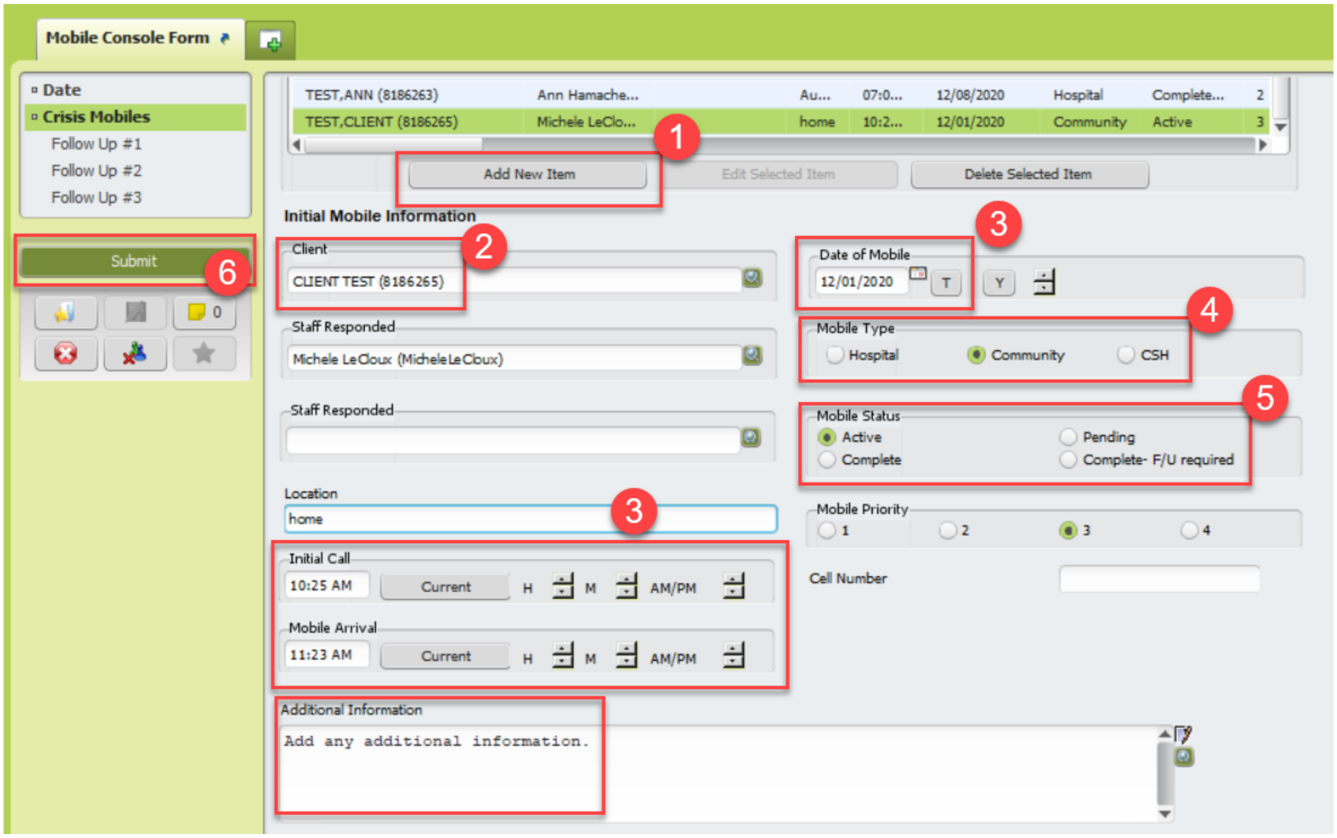




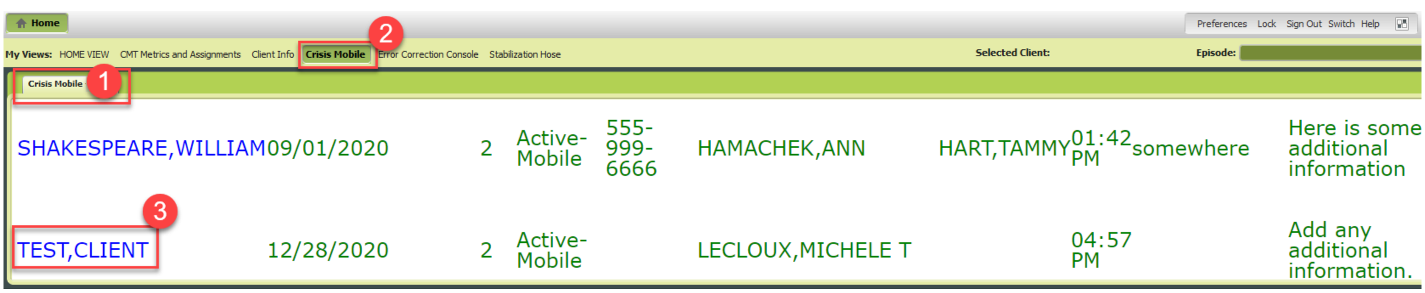


To add a new mobile contact:

1. Click 'Add New Item'. (As new information is added, the top section of the form populates.)
2. Enter the client's name or MRN.
3. Enter the date and time of the mobile contact. Also enter the time of Mobile Arrival.
4. New- select the Mobile Type.
5. New- Mobile Status- select the appropriate status. For initial Mobiles it will usually be 'Active' or 'Pending' for the Mobile Status. (See below for updating the form when the contact has been completed).
6. Enter any additional information that is needed and click 'Submit'.

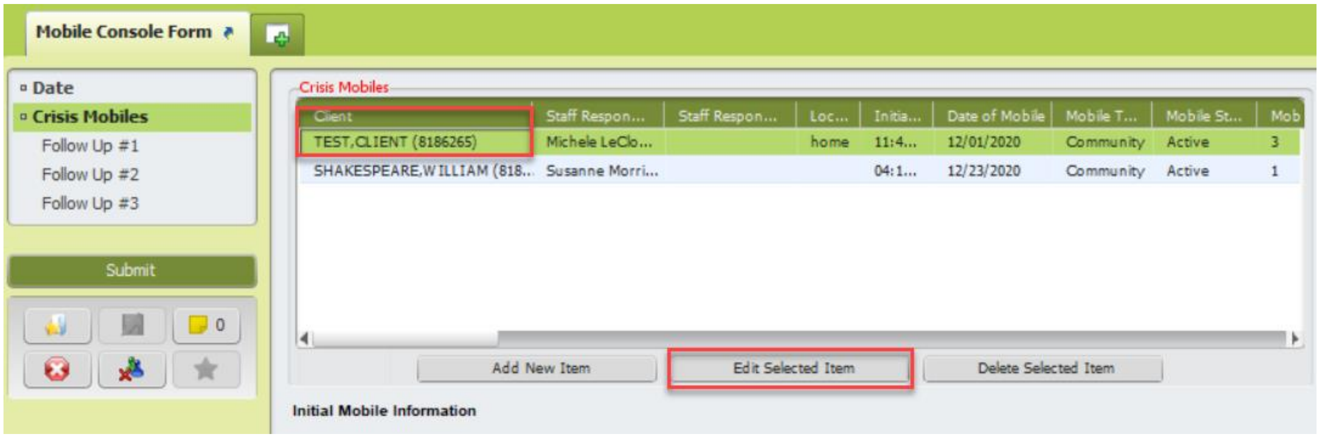


Information added for the new mobile contact appears in the Crisis Mobile Widget (1) on the Crisis Mobile Console (2). Click on the client's name (3), blue hyperlink to update information in the Mobile Console Form for the client.

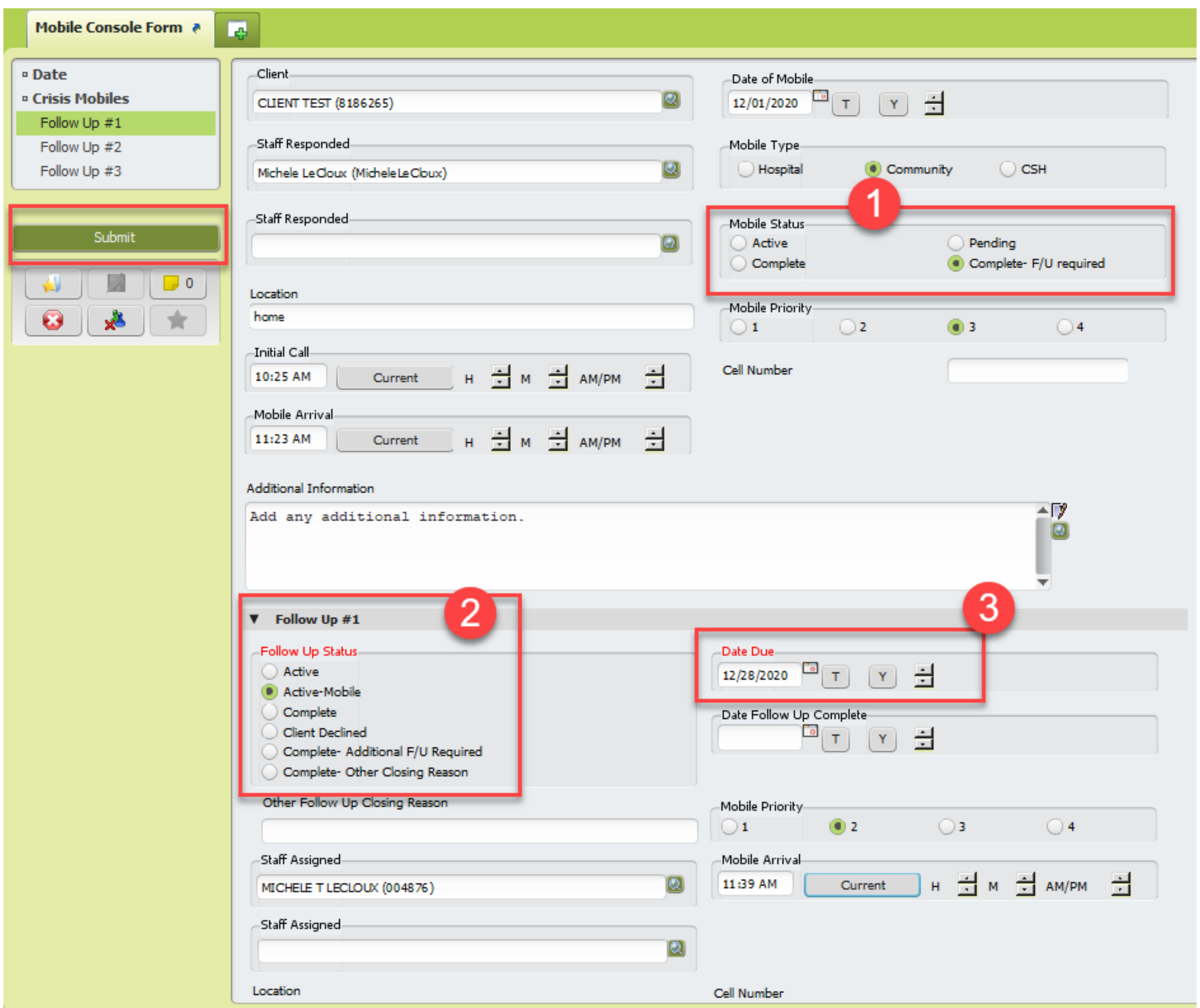


Mobile Contact Completion and Follow-up

When the mobile contact needs to be updated or has been completed, click on the client's name (blue hyperlink) to update the Mobile Console Form. In the Crisis Mobiles section, select the row for the client and click 'Edit Selected Item'. **Be sure to verify you are editing the correct mobile. Clients may have more than one initial mobile throughout the month you are documenting in.**

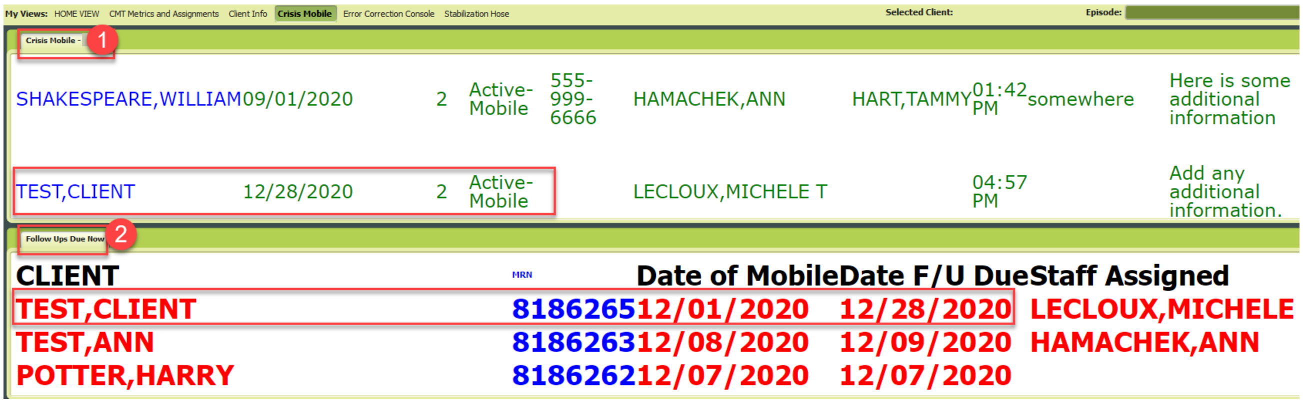


1. In the Mobile Status section, indicate whether the contact is complete or needs follow-up. If the contact is complete, select 'Complete' and submit the form. If the contact needs follow-up, select 'Complete- F/U required'. This enables the Follow Up #1 section of the form.
2. Select the appropriate Follow Up Status.
3. Enter the Date Due (this is a clinical determination; use departmental guidelines). Enter other pertinent details and click 'Submit'.

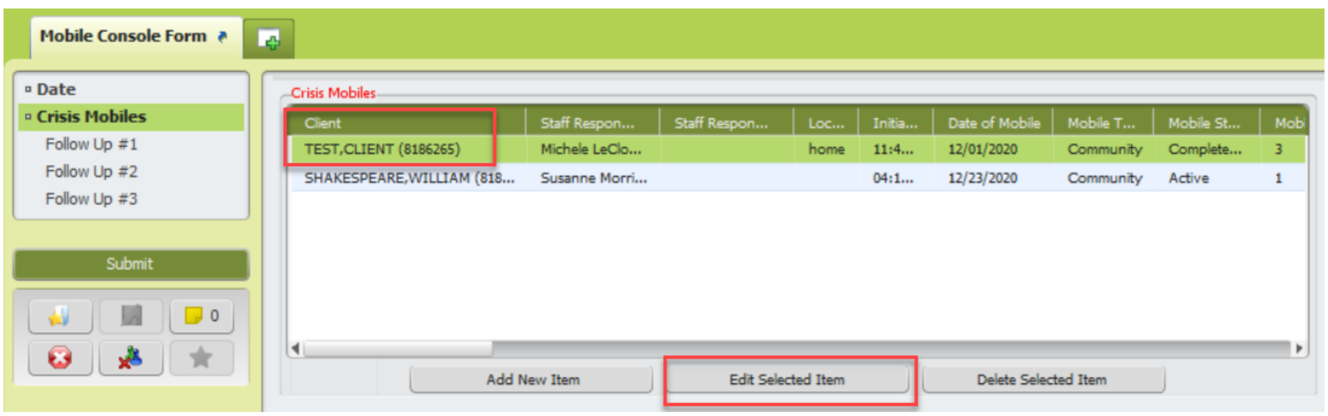


If the Follow Up Status is ‘Active-Mobile’ then the mobile will appear on the Crisis Mobile Widget (1) on the date entered in the Date Due field. It will fall off the Crisis Mobile Widget when you ‘Complete’ the follow up or change the Follow Up Status to a different active status.

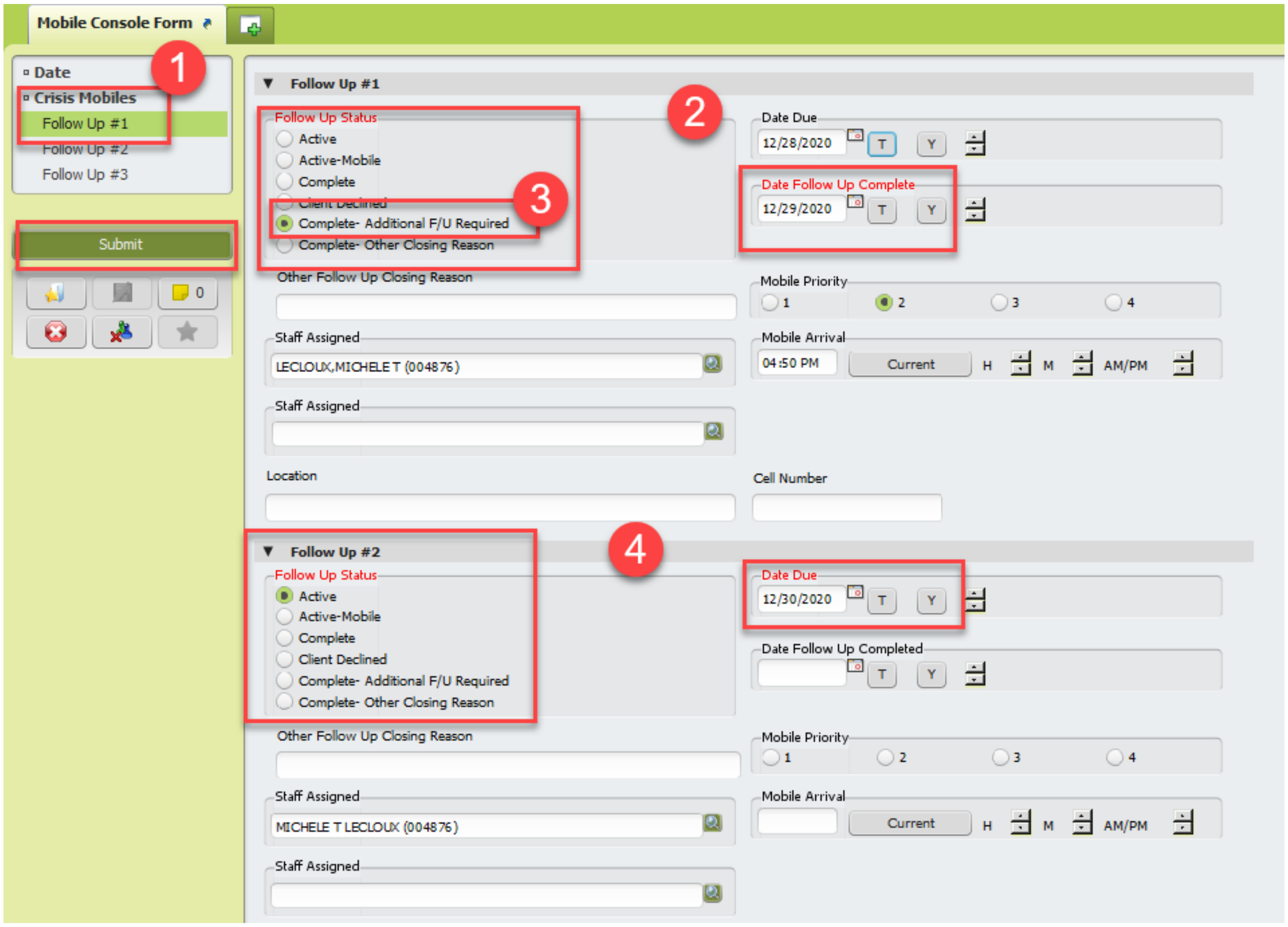
‘Non-Mobile Active’ follow-ups due on today’s date and past due follow-ups appear on the Follow Ups Due Now Widget (2). Past due follow-ups appear in red. When the follow-up contact has been completed, click on the client’s MRN (blue hyperlink) to update the Mobile Console Form Follow-up section.



In the Crisis Mobiles section, select the row for the client and click “Edit Selected Item’.



1. Click Follow Up #1.
2. Select the appropriate ‘Follow Up Status’ and ‘Date Follow Up Complete’. If no other follow-up is needed, click ‘Submit’.
3. If additional follow-up is required, select ‘Complete- Additional F/U Required’. This enables the ‘Follow Up #2’ section of the form.
4. Select the appropriate ‘Follow Up Status’ and enter the ‘Date Due’. Enter other details as necessary and click ‘Submit’.



The widgets are updated as before. Repeat these steps as needed for additional follow-up (Follow Up #3).

Points to remember:

- Start (select **Add**) a new Mobile Console Form at the beginning of each month. Select the initial monthly entry and click '**Edit**' for additional mobile contacts for that month.
- Be sure to select the correct mobile and associated follow-ups for the client. When you want to edit a mobile or follow-up, select the client row and click '**Edit Selected Item**' to edit a previous mobile contact and click '**Add New Item'** to add an unrelated new mobile for the same client. Once a mobile is completed and all associated follow-ups are completed for a client, if you have contact with that client again in the same month, you would follow the steps above for entering a new mobile for that client.